



"J & M HOMES, INC. 3603 N. M-30" <genmgr0746@championhomes.net> on
05/25/2001 12:45:42 PM

2001-014-123

To: farcase.2001-014@gsa.gov
cc:

Subject. Blacklisting

To Whom It May Concern:

J & M Homes Inc. of Sanford, MI is against the rule of blacklisting for a couple of reasons. As a small business we may only be able to take care of major problems presented to us by our customers. We don't have the fortitude or the monetary quantities to take care of every single problem. As a dealer of Redman Homes, one of the highest quality in fact, it is impossible to make every customer happy. They want things to be the proverbial non-existent, "Perfect", a state which is unattainable. When something has not met the consumers' expectations, they may ask us to fix it right away or go to the extreme and submit a complaint. As stated earlier we simply cannot fix every single problem in a manufactured product, therefore we may have complaints submitted against us. This is not means for being punished and defiantly not means for being blacklisted. As a small company any government job will the help the status of that company and support the community as well. The recognition we get for performing the task will get our name out on the market, which will increase business and sales. What does every booming community need? Booming local businesses. It is not right for a company or a community to be denied success just because one picky customer has a problem with a small and insignificant problem. I hope this letter helps in any way, the stoppage of the blacklisting rule. Any company, even one in good standing, is going to have complaints. To reach a world without imperfections is nearly impossible.

Sincerely,

Keith A. Jakobi
General Manager
Concerned Business Man

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5/25/01